35th Annual Productivity and Quality Awards

"Adapt, Create, Achieve"

Inna Sarac, PQA Co-Chair, Medical Examiner-Coroner
Michelle Jiang, PQA Co-Chair, Consumer and Business Affairs

County of Los Angeles
Quality and Productivity
Commission
2022

35th Annual Productivity and Quality Awards Program

Important Changes to this Year's PQA

- <u>Format</u> – Live in-person event at the Music Center. We're back!
- <u>Award Descriptions</u> – The *COVID-19 Impact Award* has been removed from the list. Changes were made to the description of the Mega Million Dollar award. Additional details to follow in the presentation
- <u>Announcement Memo</u> – To avoid duplicate applications, a sentence was added to the memo that allows the Commission to reserve the right to return questionable applications
- <u>Application</u> – Although the COVID-19 Impact Award was removed, there will be a check box for COVID-19 projects. This will be explained further in the presentation
- <u>Evaluation</u> – This year's evaluation will be held in-person at the Marina on August 3, 2022. Additional details to follow in the presentation
- <u>Costs</u> – The cost of the luncheon has been raised from $50 to $70

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<u>**Dates to Remember**</u>

June 24, 2022, by 5 p.m.   PQA Entry Due Date

August 3, 2022   Evaluation at the Marina (in-person)

August 15-30, 2022   Top Ten Site Visits

September 6-16, 2022   PQA Video Shoots

October 12, 2022   Awards Ceremony (in-person)

October 18, 2022   Board of Supervisors Presentation
                             (**Tentative**)

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Submission Deadline

Friday, June 24, 2022
by 5 p.m.
(Give yourself an internal deadline to allow time for review and updates)

Email: lperez@bos.lacounty.gov

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SIGNATURES

- Commissioners are continuing to allow eSignatures, wet, or scanned signatures for **all signatures**

- Originals will not be required to be delivered to the Commission office. Electronic versions with **all** signatures will be accepted. (Be sure to include collaborator signatures and send your documents together in one email)

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Grand Eagle Awards

- Gold
- Silver
- Bronze

Top Ten Awards

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Commission Special Awards

- Changemaker Award
- Community Inclusion Award
- County Image Enhancement Award
- Customer Service Award
- Mega Million Dollar Award (updated description)
- Outstanding Teamwork Award
- Performance Measurement Award
- Process Improvement Award
- Commissioners' Legacy Award

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Other Awards

(not presented on stage)

- Special Merit Plaques
- Traditional Plaques
- Certificates of Recognition

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Application Guidelines

- Department Heads and Productivity Managers must sign all applications

- An electronic copy of the application is due by Friday, **June 24, 2022, 5:00 p.m**. Be sure to have collaborator(s) signatures included in your email

- Electronic copy to be sent to: **lperez@bos.lacounty.gov**

Application Guidelines (cont.)
Official Form

- Name of Project – short and descriptive
- Date of Implementation/Adoption
- Project Status – ongoing or one-time
- Has Department submitted project before?

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Check here if this is a COVID-19 Related Project √

- A check-off box has been added to the application (page 1, under date of implementation) asking if the application is a *COVID-19 Related Project*
- Checking this box will assist Commissioners identify projects that may potentially warrant an award under the Commissioner's Legacy Award
- A COVID-19 related project is a project that was developed as a result of the pandemic and has become a permanent program/service within the department

Application Guidelines (cont.)
Title of Project is Limited to <u>50</u> Characters

Too long: *Language & Culture Resource Center/Video Medical Interpretation Project (LCRC/VMI)* 82 characters

Better: *Language & Culture Resource Center* 34 characters

Vague: *The 83rd and Vermont Avenue Project*

Better: *"Women's Reintegration Services" or "Women on the Move"*

Application Guidelines (cont.)
Official Form

- Executive Summary
- Joint Submissions
- Fact Sheet
- Cost Avoidance, Cost Savings, and Revenue Generated (Estimated Benefit)

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2022 PQA
Application
Executive Summary
(Page 1)

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2022 PQA Application
Fact Sheets
(Pages 2, 3, and possibly 4)

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):
NAME OF PROJECT:

1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame.** Use Arial 12 point font.

PAGE 2

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):
NAME OF PROJECT:

Use Arial 12-point font.

PAGE 3

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2022 PQA Application Linkage to Strategic Plan (Page 4 or 5)

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):
NAME OF PROJECT:

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

PAGE 4

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2022 PQA Application Cost Avoidance, Benefits, and Revenue Generated (Page 5 or 6)

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2022 APPLICATION

Title of Project (Limited to <u>50 characters</u>, including spaces, using Arial 12-point font):
NAME OF PROJECT:

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation or other substantiation as defined by documented cost avoidance, cost savings, and/or revenue on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You <u>must</u> include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. <u>Use Arial 12-point font</u>

Cost Avoidance: Documented costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of documented expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED **ANNUAL** COST AVOIDANCE	(2) ACTUAL/ESTIMATED **ANNUAL** COST SAVINGS	(3) ACTUAL/ESTIMATED **ANNUAL** REVENUE	(1) + (2) + (3) TOTAL **ANNUAL** ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
$	$	$	$	☐

ANNUAL= 12 MONTHS ONLY

PAGE 5

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SAMPLE Cost Benefit Page

Briefly explain how you arrived at the numbers.

Ensure there is a calculation.

Be sure the numbers match!

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SAMPLE 2
Cost
Benefit
Page

Briefly explain how you arrived at the numbers.

Ensure there is a calculation.

Be sure the numbers match!

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2022 APPLICATION

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Cost Avoidance: Documented costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

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(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
$	$ 3,625,072	$	$ 3,625,072	☐

ANNUAL= 12 MONTHS ONLY

	Overtime	Registry	Total Expenses	Total Savings	% Reduction from Previous Year
FY 2018-2019	$6,503,120	$7,967,545	$14,470,665		
FY 2019-2020	4,209,317	2,296,995	6,506,312	$7,964,353	55.0%
FY 2020-2021	1,310,675	1,570,565	2,881,240	3,625,072	55.7%

PAGE 5

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2022 PQA Application Collaborations (Page 6 or 7)
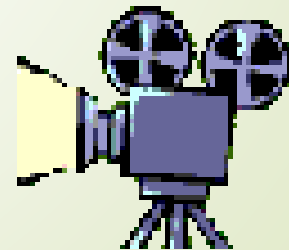
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Top Ten Winners

Productivity Manager Coordinates:

- Commission site visit
- Photos (high resolution) and video shoot
- RSVPs to Ceremony
- Board presentation

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Top Ten Site Visits (TBD)

I. **Agenda**

   a. Welcome

   b. Introductions

   c. Department Presentation

   d. Q&A

   e. Tour/Walkthrough

II. **Location**

   a. Sound/Volume

   b. Room Temperature

III. **Parking**

   a. Instructions (be specific)

   b. Mark Spaces (cones, names, etc.)

   c. Welcome Committee

   d. Film Crew – closest to entrance (equipment)

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Top Ten Site Visits (cont.)

IV. Presentation/Handouts/Videos

a. Prepare presentation packets (not required, but helpful)

b. Presentation Coverage:

- Provide brief background (include data, statistics, etc.)

- State the problem

- Discuss the solution and impact

- Who? What? When? Where? Why? How?

- Have key stakeholders and collaborators present

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Top Ten Site Visits (cont.)

V. Video Shoot

a. Script / Speakers

b. Revisions/changes

c. Final Video (1-2 minutes)

VI. PQA Program

a. Will need High Resolution photos and/or videos

b. RSVP through Productivity Manager(s)

c. Award Acceptance (details to follow)

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Tips for submitting a successful proposal:

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Tip 1

Don't submit proposals before their time!

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Tip 2

Find a niche.

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Tip 3

Target reader and consider your audience –
Quality and Productivity Managers

Tip 4

Clearly explain the project's benefits.

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Tip 5

Quality Control:
make sure to produce an error-free document.

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Tip 6

If you collaborate with other Departments, give them enough time to review and add to the entry. Keep them involved from very start.

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Tip 7

Well-written entries often are scored higher than entries that are not well-written.

However, the intent is to award points to projects that clearly exhibit quality and productivity including factors such as:

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Tip 7 (con't)

- Transferability
- Quality
- Collaboration
- Productivity or Service Enhancement
- Impact
- Creativity
- Cost Benefit
- Measures of Success

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Questions?